

A TENANT'S GUIDE TO REPORTING MAINTENANCE

At Glentworth Lettings we have recently updated our company procedures to stay compliant with new legislation, whilst delivering a clear and concise service to all of our tenants. Over the last few months, we have introduced new software, to enhance efficiency which has in turn, improved our internal response times.

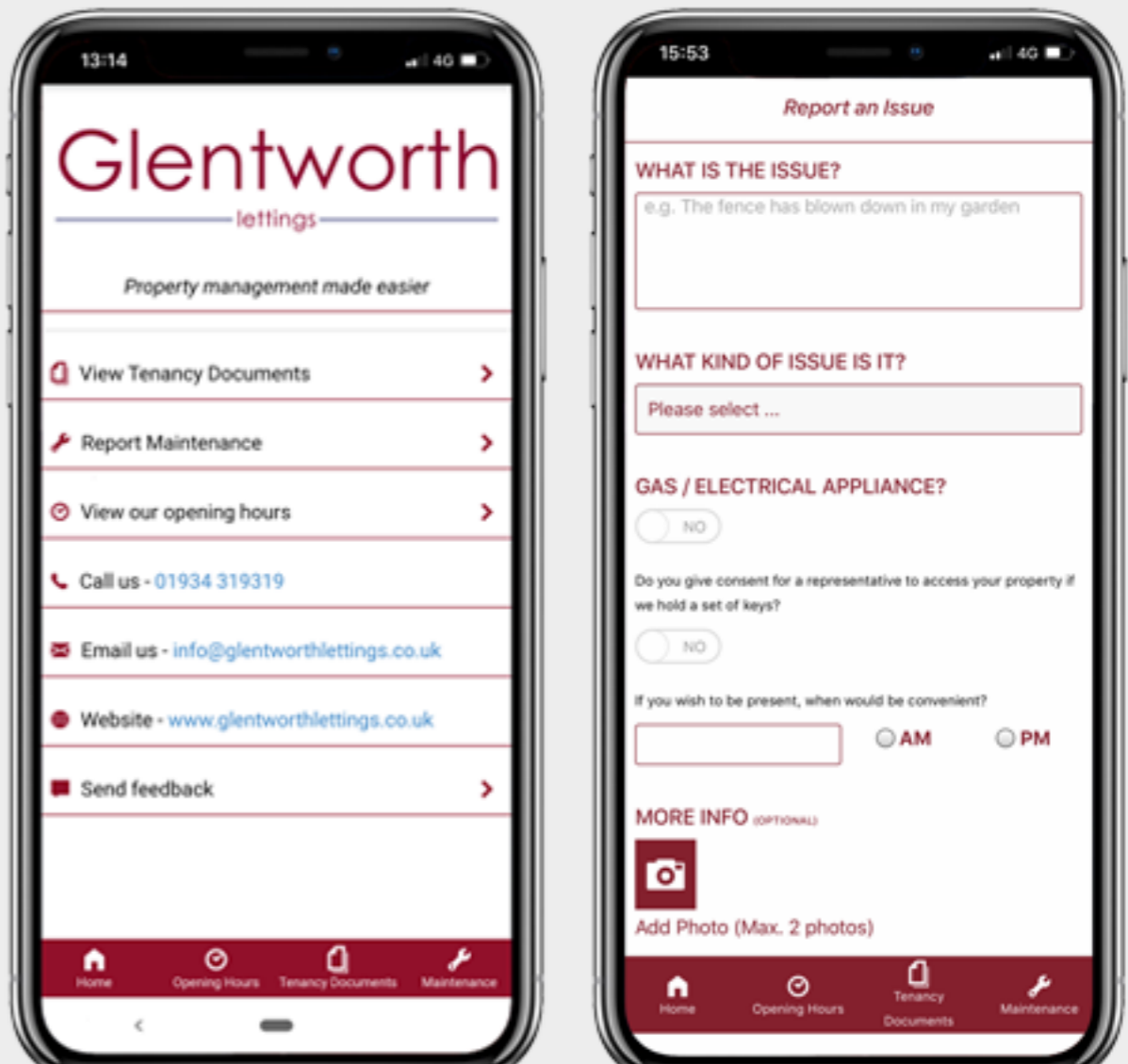
Q & As

How to report maintenance during your tenancy

There are two ways for you to report maintenance


1

We have a new Tenants App that is bespoke to you, your property and your tenancy. This is the easiest and fastest way to report maintenance and any other property management issues. The app allows you to upload photos and links directly with our management system. Please contact us at wsm@glentworthlettings.co.uk to get started.



2

Email us at wsm@glentworthlettings.co.uk advising of your maintenance concern, your property address and contact details.




What happens if I am locked out of my property

We are unable to provide a service if you become locked out of your home outside of our office hours, this is to comply with new legislation recently introduced. If you are locked out:-


1

We strongly recommend that all our tenants keep a spare set of keys with a family member or close friend in case of being locked out.




2

During office hours visit either our Weston-super-Mare or Burnham-on-Sea Branch where we have key holding facilities. You will be required to pay a refundable deposit as per your tenancy agreement.



3

If options 1 or 2 are not possible you will need to contact a reputable local locksmith to gain access to the property. Once the locks have been changed, as per your tenancy agreement, you must send Glentworth lettings a new set of keys within 5 working days.



I have a maintenance issue out of office hours

Please report either via the [app](#) or [email](#) us and your enquiry will be dealt with on our next working day when one of our experienced team will contact you.


By preparing us with all the details of your issue, including photos where possible helps us to start the process to getting this resolved for you as quickly as possible.

I have an out of hours emergency

An emergency is the extreme and unlikely event of a fire, flood, break in or a serious maintenance issue:

STEP 1


- A) Call 999 in the event of a fire
- B) If you experience a break in, contact your local police station to report the incident and get a crime reference number.
- C) If you experience a water leak whether its severe or not try to isolate the problem.



STEP 2

Email urgentoutofhours@glentworthlettings.co.uk with the nature of the emergency, the property address and contact details.

With this information we can start to make the necessary arrangements.



Important:- You should always understand where the following are located in your property

- water stop taps
- electrical fuse boards
- gas shut off valve.